



NAVIGATING DISASTER

FOR BOULDER COUNTY

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

In early March, the results of February's client survey were analyzed and shared with county staff, Lutheran Family Services Rocky Mountains (LFSRM), Recovery Navigators, Community Foundation Boulder County, and other community partners. The survey solicited feedback from residents who had received navigation services. The results indicated overall positive satisfaction with services, navigator professionalism, and knowledge of resources. The majority of residents indicated they felt cared for and understood. The primary area of dissatisfaction had to do with the length of time it took many residents to get an appointment for navigation services. The navigation program has now cleared the backlog, and timely response to inquiries will be available going forward. Navigators are closing cases when client needs are met, or resources have been exhausted, and are placing households on hiatus if they have identified future needs but are waiting for an external permit, approval, or information before they can move forward.

Navigators continued providing assistance to new inquirers throughout the month both in-person and virtually. Navigators worked with more than 300 open client cases throughout the month, assisting with locating resources, providing information, assisting residents who lack technology or need technology support to complete applications and upload documents for funding opportunities, and providing other assistance towards reaching recovery goals. Navigators have received inquiries and opened new cases for residents in manufactured home communities and are working collaboratively with city, county, and state partners to help with repairs caused by the Straight-Line Wind Event.

Training and information sessions continue on a regular basis, although some have changed frequency:

- Meetings with FEMA representatives were held every other week in March, and will continue once per month in April, May, and June, when assistance ends.
- Housing Recovery Program meetings were modified to be held every other week to review specific questions, unique situations, and changes to programs.
- Weekly training sessions for use of the new client tracking database has been ongoing.
- Insurance consultations were concluded at the end of March.
- Navigators learned, along with the community, more detailed information about SBA Disaster Loans on March 9.

TRENDS / CONCERNS

Recovery navigators have noted that many residents are confused about the various recovery funding sources, providers of funds, and eligibility for funding. Although information is available on various websites and in publications to help residents understand these various resources, acronyms, program name changes, revisions to programs/products, and eligibility criteria has increased confusion. This is a concern because lack of understanding, or general misunderstanding, keeps people from inquiring about resources and applying for funding they can be eligible for.

PROGRAMMATIC CHALLENGES

The new disaster response client management database is nearing completion and navigators are in early stages of learning usage and functionality. Data import began in March and will continue through April, as will updates and new data entry. Once complete, the new system will allow for better data tracking of contacts, risk factors, service referrals, and aggregate data points identified jointly by LFSRM and Boulder County. Because the data is currently held in multiple locations, pulling accurate data for reporting is extremely time consuming and difficult to report accurately.

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FUTURE PLANNING AND UPCOMING ACTIVITIES

Navigators anticipate additional referrals for assistance with manufactured home repairs, which can be very complex and time-consuming. Having caught up from the prior backlog of inquiries, navigators anticipate the opportunity to do additional outreach in the future to residents who may not be aware of available resources and assistance.

CLIENT IMPACT STORIES

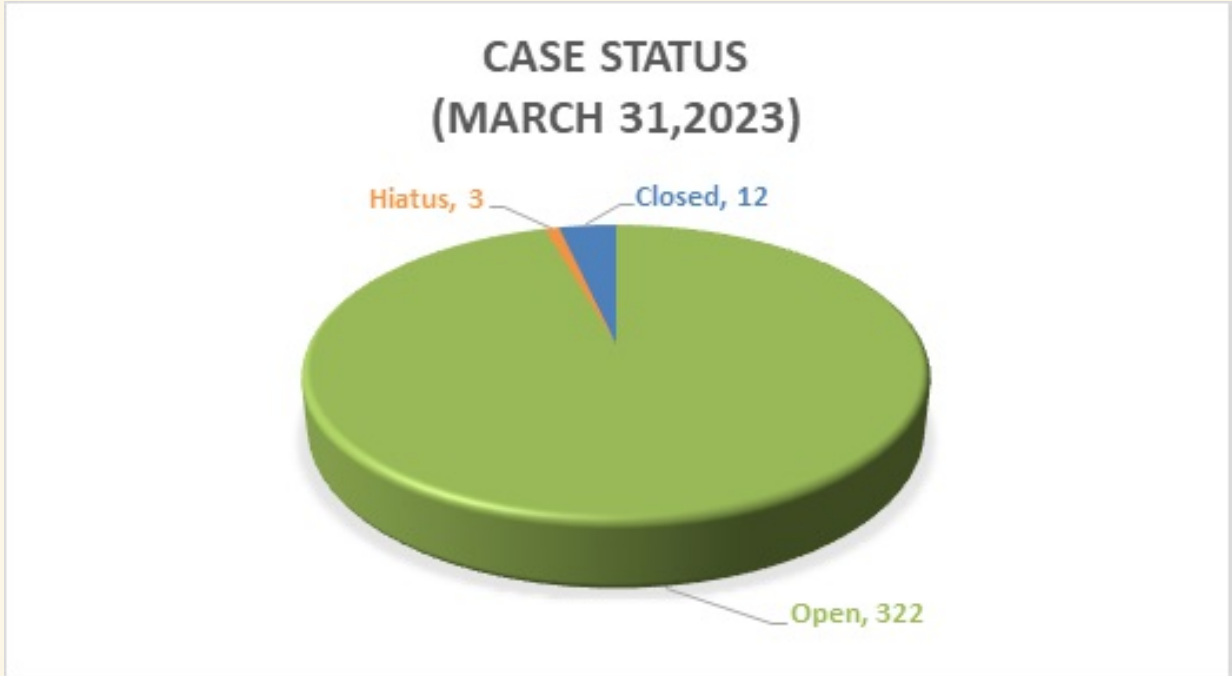
- An elderly, widowed, retired veteran with no computer or technical know-how was able to sit down with a recovery navigator for 1-1/2 hours to receive in-person assistance in applying for the HRP program. When he was leaving, he explained that he had felt very stuck and alone in his recovery since he did not have internet access and couldn't understand the different funding sources available to him. He felt safe and understood with the in-person service he received and was able to ask a lot of questions and get clarity.
- The Marshall ROC Unmet Needs Committee funded four months of a utility bills for a retired couple who had been waiting for insurance to replace their windows since their home was severely smoke-damaged. The couple reported feeling supported after having such a struggle with other funding sources not assisting them with the unique needs of smoke-damaged survivors.
- The home of a family with three children had severe smoke damage and partial burns. They had to move out due to multiple health issues. Insurance funded minimal remediation, but the family kept getting sick when they returned to visit the home. They have spent extensive money out-of-pocket to move forward with assessing and remediating the home. An Industrial Hygienist, a contractor, and a public adjuster found carcinogens in the home and presented their case to insurance for "down to the studs" reconstruction. Insurance denied them and ended ALE payments. The family applied for SBA, and will apply for the Community Foundation Rebuilding Grant and HRP funding, however they are trying to pursue further insurance funding first, which will take time. We worked with the Community Foundation and this family was one of the first families to receive approval for 6 months of ALE support while they continued seeking additional reconstruction funds. The family wrote: "Thank you so much... This takes an enormous burden off our family. I didn't realize how much. We would like to send a note of thanks... Thank you."

PROGRAM DATA



Unable to Contact = 3 or more separate attempts to contact for services without a response
Waiting Contact = # of contacts who have not yet been contacted on the last day of the month

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Hiatus = Household has identified needs but is waiting on an external factor to be able to move forward. Follow-up Contact at least every 90 days required to remain on Hiatus.

Closed = Household's needs have been met or all sources of funding and support have been exhausted.

IDF Applications: 49 new applications submitted in March/351 cumulative applications submitted with navigator assistance

March 2023	Community Foundation	Marshall ROC
Requests Submitted	27	7
Requests Approved	22	7
Requests Denied	3	0
Requests Pending	2	0



SUMMARY OF RECOVERY NEEDS

Cumulative as of March 31, 2023

